

## 24/7 Emergency Repair Service

Former Lonsdale customers can place service requests through the Internet. Log onto our web site, [www.otis.com](http://www.otis.com), register, and request access to e\*Service. In addition to placing service calls, e\*Service allows you to view equipment performance reports and financial information.

We also provide 24-hour customer support through our OTISLINE® Customer Service Center. In lieu of placing a service request through e\*Service, a customer service representative at OTISLINE® can dispatch one of our maintenance mechanics to respond to service requests twenty-four hours a day, 365 days a year. To call the **OTISLINE®Center, dial 1-800-233-6847**, please give the customer service representative your **Building No. and Otis Contract No.**

If you have any questions concerning your Otis elevator, e\*Service, or Otis' maintenance program, please contact your Account Manager as shown below.

Sincerely,  
OTIS ELEVATOR COMPANY

### **East Hartford Office:**

242 Pitkin Street  
East Hartford, CT. 06108  
*Serving customers in Hartford, Tolland, Windham, New London and Middlesex counties, plus town of Meriden.*

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### **Shelton Office:**

1 Enterprise Drive, Suite 205  
Shelton, CT. 06484  
*Serving customers in Litchfield, Fairfield and New Haven counties with exception of Meriden.*

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